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DeputyDome™

Bullet-Resistant IP Camera Housing

www.videolarm.com

Installation and Operation Instructions for the following models:

DDW10CN2 DeputyDome™, Bullet-Resistant IP Camera System, PTZ and 26x Day/Night Camera System features Heavy-Duty Metal Gear Pan/ Tilt. MPEG-4 and MJPEG video compression format, full D1. Clear dome, with 24Vac input, heater/ blower Tough enough to stop a 9mm bullet

PDDW10CN2 (Pressurized Version)
DeputyDome™, Bullet-Resistant IP Camera System, PTZ and 26x Day/Night Camera System features Heavy-Duty Metal Gear Pan/ Tilt. MPEG-4 and MJPEG video compression format, full D1. Clear dome, with 24Vac input, heater/blower Tough enough to stop a 9mm bullet

Before attempting to connect or operate this product, please read these instructions completely.

81-IN5387
12-13-2011

IMPORTANT SAFEGUARDS

- 1 Read these instructions.
- 2 Keep these instructions.
- 3 Heed all warnings
- 4 Follow all instructions.
- 5 Do not use this apparatus near water.
- 6 Clean only with damp cloth.
- 7 Do not block any of the ventilation openings. Install in accordance with the manufacturers instructions.
- 8 Cable Runs- All cable runs must be within permissible distance.
- 9 Mounting - This unit must be properly and securely mounted to a supporting structure capable of sustaining the weight of the unit.

Accordingly:

- a. The installation should be made by a qualified installer.
- b. The installation should be in compliance with local codes.
- c. Care should be exercised to select suitable hardware to install the unit, taking into account both the composition of the mounting surface and the weight of the unit.
- 10 Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- 11 Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. When the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- 12 Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- 13 Only use attachment/ accessories specified by the manufacturer.
- 14 Use only with a cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/ apparatus combination to avoid injury from tip-over.
- 15 Unplug this apparatus during lighting storms or when unused for long periods of time.
- 16 Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled of objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

Be sure to periodically examine the unit and the supporting structure to make sure that the integrity of the installation is intact. Failure to comply with the foregoing could result in the unit separating from the support structure and falling, with resultant damages or injury to anyone or anything struck by the falling unit.

UNPACKING

Unpack carefully. Electronic components can be damaged if improperly handled or dropped. If an item appears to have been damaged in shipment, replace it properly in its carton and notify the shipper.

Be sure to save:

- 1 **The shipping carton and packaging material. They are the safest material in which to make future shipments of the equipment.**
- 2 **These Installation and Operating Instructions.**

SERVICE

If technical support or service is needed, contact us at the following number:

TECHNICAL SUPPORT
AVAILABLE 24 HOURS
1 - 800 - 554 - 1124

SAFETY PRECAUTIONS



CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.



The lightning flash with an arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of non-insulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk to persons.

Este símbolo se piensa para alertar al usuario a la presencia del "voltaje peligroso no-aislado" dentro del recinto de los productos que puede ser un riesgo de choque eléctrico.

Ce symbole est prévu pour alerter l'utilisateur à la présence "de la tension dangereuse" non-isolée dans la clôture de produits qui peut être un risque de choc électrique.

Dieses Symbol soll den Benutzer zum Vorhandensein der nicht-Isolier "Gefährdungsspannung" innerhalb der Produkteinschließung alarmieren die eine Gefahr des elektrischen Schlages sein kann.

Este símbolo é pretendido alertar o usuário à presença "di tensão perigosa non-isolada" dentro do cerco dos produtos que pode ser um risco de choque elétrico.

Questo simbolo è inteso per avvertire l'utente alla presenza "di tensione pericolosa" non-isolata all'interno della recinzione dei prodotti che può essere un rischio di scossa elettrica.



The exclamation point within an equilateral triangle is intended to alert the user to presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

Este símbolo del punto del exclamation se piensa para alertar al usuario a la presencia de instrucciones importantes en la literatura que acompaña la aplicación.

Ce symbole de point d'exclamation est prévu pour alerter l'utilisateur à la présence des instructions importantes dans la littérature accompagnant l'appareil.

Dieses Ausruf Punktsymbol soll den Benutzer zum Vorhandensein de wichtigen Anweisungen in der Literatur alarmieren, die das Gerät begleitet.

Este símbolo do ponto do exclamation é pretendido alertar o usuário à presença de instruções importantes na literatura que acompanha o dispositivo.

Questo simbolo del punto del exclamation è inteso per avvertire l'utente alla presenza delle istruzioni importanti nella letteratura che accompagna l'apparecchio.



Limited Warranty for Moog Videolarm Products

Moog Videolarm warrants these products to be free from defects in material or workmanship as follows:

PRODUCT CATEGORY	PARTS \ LABOR
All Enclosures and Electronics*	Five (5) Years
Poles/PolEvators™/CamEvator	Three (3) Years
Warrior Series™/Q-View™/IR Illuminators	Five (5) Years
SView Series™	Five (5) Years **6 months if used in auto scan/tour operation
Controllers	Five (5) Years
Power Supplies	Five (5) Years
EcoKit	Three (3) Years
Accessory Brackets	Five (5) Years
Liberty Dome	Three (3) Years
*DeputyDome™, NiteTrac™, Igloo Dome, PurgeDome™	Three (3) Years **6 months if used in auto scan/tour operation

During the labor warranty period, to repair the Product, Purchaser will either return the defective product, freight prepaid, or deliver it to Moog Videolarm Inc. Decatur GA. The Product to be repaired is to be returned in either its original carton or a similar package affording an equal degree of protection with a RMA # (Return Materials Authorization number) displayed on the outer box or packing slip. To obtain a RMA# you must contact our Technical Support Team at 800.554.1124, extension 101. Moog Videolarm will return the repaired Product freight prepaid to Purchaser. Moog Videolarm is not obligated to provide Purchaser with a substitute unit during the warranty period or at any time. After the applicable warranty period, Purchaser must pay all labor and/or parts charges.

The limited warranty stated in these product instructions is subject to all of the following terms and conditions.

TERMS AND CONDITIONS

1. NOTIFICATION OF CLAIMS: WARRANTY SERVICE: If Purchaser believes that the Product is defective in material or workmanship, then written notice with an explanation of the claim shall be given promptly by Purchaser to Moog Videolarm. All claims for warranty service must be made within the warranty period. If after investigation Moog Videolarm determines the reported problem was not covered by the warranty, Purchaser shall pay Moog Videolarm for the cost of investigating the problem at its then prevailing per incident billable rate. No repair or replacement of any Product or part thereof shall extend the warranty period of the entire Product. The specific warranty on the repaired part only shall be in effect for a period of ninety (90) days following the repair or replacement of that part or the remaining period of the Product parts warranty, whichever is greater.

2. EXCLUSIVE REMEDY: ACCEPTANCE: Purchaser's exclusive remedy and Moog Videolarm's sole obligation is to supply (or pay for) all labor necessary to repair any Product found to be defective within the warranty period and to supply, at no extra charge, new or rebuilt replacements for defective parts.

3. EXCEPTIONS TO LIMITED WARRANTY: Moog Videolarm shall have no liability or obligation to Purchaser with respect to any Product requiring service during the warranty period which is subjected to any of the following: abuse, improper use, negligence, accident, lightning damage or other acts of God (i.e., hurricanes, earthquakes), modification, failure of the end-user to follow the directions outlined in the product instructions, failure of the end-user to follow the maintenance procedures recommended by the International Security Industry Organization, written in product instructions, or recommended in the service manual for the Product. Furthermore, Moog Videolarm shall have no liability where a schedule is specified for regular replacement or maintenance or clearing of certain parts (based on usage) and the end-user has failed to follow such schedule; attempted repair by non-qualified personnel; operation of the Product outside of the published environmental and electrical parameters, or if such Product's original identification (trademark, serial number) markings have been defaced, altered, or removed. Moog Videolarm excludes from warranty coverage Products sold AS IS and/or WITH ALL FAULTS and excludes used Products which have not been sold by Moog Videolarm to the Purchaser. All software and accompanying documentation furnished with, or as part of the Product is furnished "AS IS" (i.e., without any warranty of any kind), except where expressly provided otherwise in any documentation or license agreement furnished with the Product. Any cost associated with removal of defective product and installation of replacement product is not included in this warranty.

4. PROOF OF PURCHASE: The Purchaser's dated bill of sale must be retained as evidence of the date of purchase and to establish warranty eligibility.

DISCLAIMER OF WARRANTY

EXCEPT FOR THE FOREGOING WARRANTIES, Moog Videolarm HEREBY DISCLAIMS AND EXCLUDES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO ANY AND/OR ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND/OR ANY WARRANTY WITH REGARD TO ANY CLAIM OF INFRINGEMENT THAT MAY BE PROVIDED IN SECTION 2-312(3) OF THE UNIFORM COMMERCIAL CODE AND/OR IN ANY OTHER COMPARABLE STATE STATUTE. Moog Videolarm HEREBY DISCLAIMS ANY REPRESENTATIONS OR WARRANTY THAT THE PRODUCT IS COMPATIBLE WITH ANY COMBINATION OF NON-Moog Videolarm PRODUCTS OR NON-Moog Videolarm RECOMMENDED PRODUCTS PURCHASER MAY CHOOSE TO CONNECT TO THE PRODUCT.

LIMITATION OF LIABILITY

THE LIABILITY OF Moog Videolarm, IF ANY, AND PURCHASER'S SOLE AND EXCLUSIVE REMEDY FOR DAMAGES FOR ANY CLAIM OF ANY KIND WHATSOEVER, REGARDLESS OF THE LEGAL THEORY AND WHETHER ARISING IN TORT OR CONTRACT, SHALL NOT BE GREATER THAN THE ACTUAL PURCHASE PRICE OF THE PRODUCT WITH RESPECT TO WHICH SUCH CLAIM IS MADE. IN NO EVENT SHALL Moog Videolarm BE LIABLE TO PURCHASER FOR ANY SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND INCLUDING, BUT NOT LIMITED TO, COMPENSATION, REIMBURSEMENT OR DAMAGES ON ACCOUNT OF THE LOSS OF PRESENT OR PROSPECTIVE PROFITS OR FOR ANY OTHER REASON WHATSOEVER.

NOTE:

The DeputyDome™ is packed in two separate boxes, one for the housing and one for the pan/tilt and bullet-resistant liner. Installation should be completed as follows:

1. Run wiring to the chosen location.
2. Detach the housing and mount the wall bracket.
3. Make wiring connections.
4. Complete wiring runs.
5. Install the pan/tilt and make necessary adjustments.
6. Install the bullet-resistant liner.
7. Attach the housing and dome.

These instructions include procedures for installing both the standard and pressurized versions.

STANDARD INSTALLATION PROCEDURE

ELECTRICAL SPECIFICATIONS (Camera with hardwire pan/tilt)

Power Source & Power Consumption

(includes: heater, blower and camera)

P/DDW10CR/02 -	115 VAC, 90 vA, 0.8 Amps
P/DDW10CR2/02 -	24 VAC (Class 2), 90 vA, 3.75 Amps
P/DDW10CR3/02 -	220 VAC, 90 vA, 0.45 Amps

CAMERA SPECIFICATIONS

Resolution - 470TVL - NTSC, 460TVL - PAL

Minimum Illumination - 0.2 Lux B&W mode, 3.0 Lux color mode

Zoom Ratio - 18X, 4.1 - 73.8mm optical, 216x digital

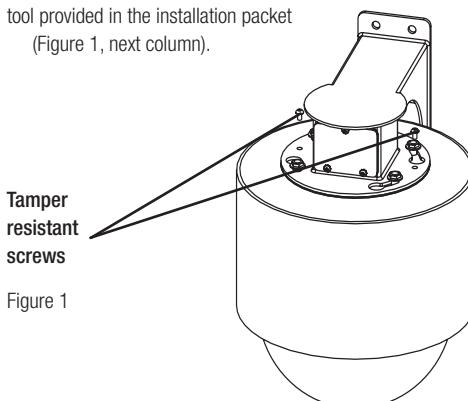
Format - 1/4"

White Balance - Auto

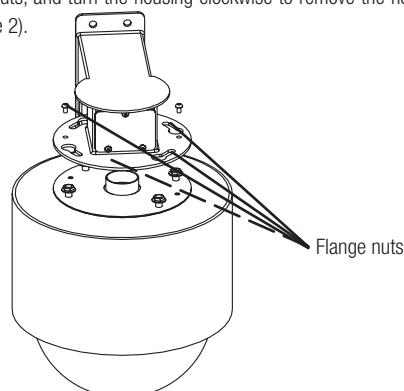
Electronic Shutter - 20 step

WALL MOUNT INSTALLATION:

1. Remove the (2) tamper resistant screws on the top of the housing with the security tool provided in the installation packet
(Figure 1, next column).



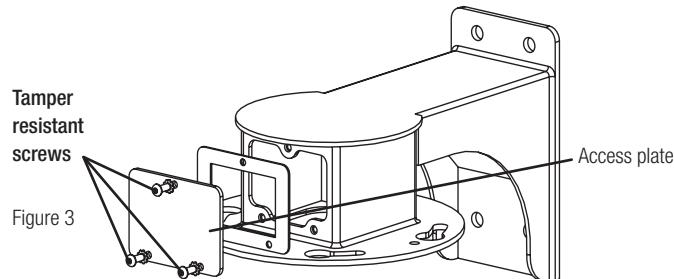
2. Loosen the (4) flange nuts, and turn the housing clockwise to remove the housing from the wall mount (Figure 2).



3. The wall mount can now be attached to the wall with appropriate fastening hardware.

WALL MOUNT INSTALLATION (cont.)

4. After the wall mount is securely attached to the wall, remove the (3) 10-32 tamper resistant screws with the provided security tool (Figure 3) and take off the access plate.



WIRING (See wiring charts, next page)

FOR NON-PRESSURIZED VERSION

5. Run all electrical wiring through the bracket and out the access hole.
6. Attach appropriate connectors to incoming wiring (Figures 5 and 6). The housing has two inputs for power - one for heaters, and one for camera and blower. See the general specifications for current draw at the appropriate voltage.

FOR PRESSURIZED VERSION

- 5A. Connect incoming power and video wires to the connector supplied. (Figures 7 and 8 for pin out on connector.)

NOTE: It is helpful to attach short leads (2.00") to the video pins and solder these to the video shield on the coax cable. Use an insertion tool to assist with the assembly of the connector.

- 6A. Connect the 18-pin connector to the housing.

7. With the mounting bracket securely mounted and all wiring connections completed, the next step is adjusting the pan/tilt.

Wiring Chart Non-Pressurized Receiver Version

A. Heater

- 1) Red - Heater 1
- 2) N/C
- 3) Red - Heater

B. Camera Power

- 1) Black - V2
- 2) Orange - V1

C. RJ45

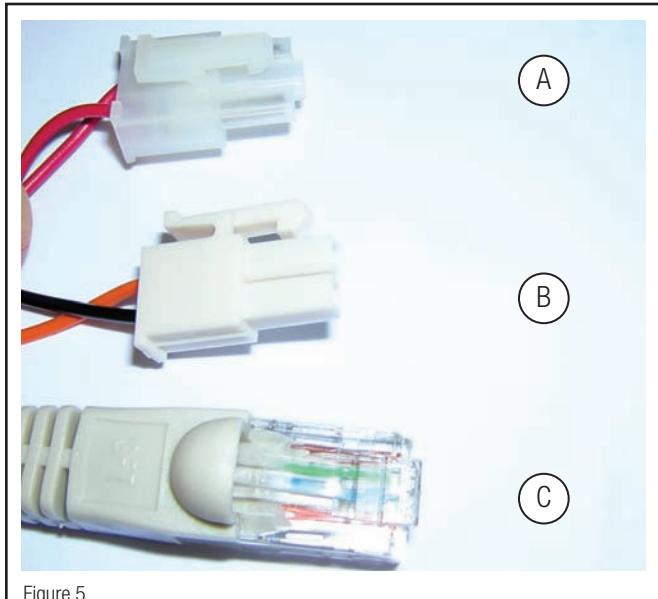


Figure 5

CAUTION: Using smaller than recommended cable sizes can result in poor performance and damage to the heater and camera.

Wire Gauge

VA	22	20	18	16	14	12
70	25ft	40 ft	64 ft	100 ft	162 ft	260 ft
	7 m	14 m	20 m	30 m	50 m	80 m

INSTALLING THE PAN/TILT

1. Slide the pan/tilt back into place. All of the electrical connections are made by the edge connector and will be engaged at that point.

2. Place the pan/tilt inside the housing so that the alignment pins are facing the housing PC board. The two vertical flanges on the pan/tilt quick release plate should slide in between the two vertical flanges on the housing plate. There are also notches on the back side of the quick release plate that align with support tabs on the housing plate (Figure 8).

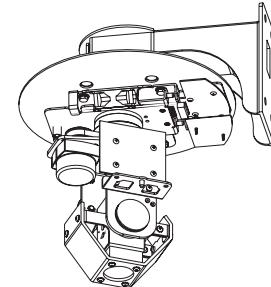


Figure 8

3. With the two vertical flanges lined up and the quick release notches inserted through the support tabs, slide the pan/tilt side ways, towards the housing PC board. There are two alignment pins on the front of the quick release plate that will engage with holes on the housing bracket. The pan/tilt should be pushed side-ways until the panel fastener aligns with the mating insert in the housing plate. Be gentle with the pan/tilt because the wiring connections are being made as the pan/tilt is being slid sideways (Figure 9).

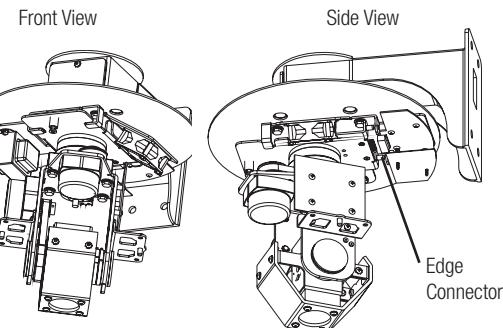


Figure 9

4. Tighten the panel fastener with a long Phillips screwdriver (Figure 10).

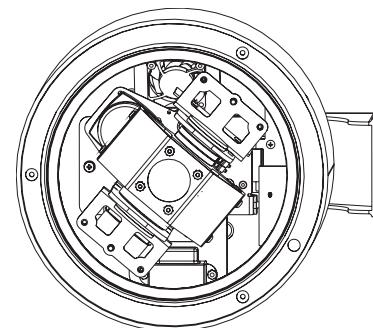


Figure 10

Wiring Pressurized Receiver Version

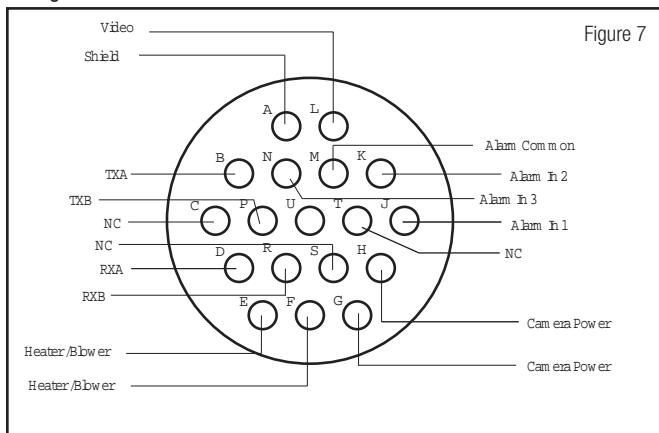


Figure 7

The following chart is provided as a general guide for the input power for heater,blower and camera, between the housing and power supply.

Wiring Pressurized Network Version

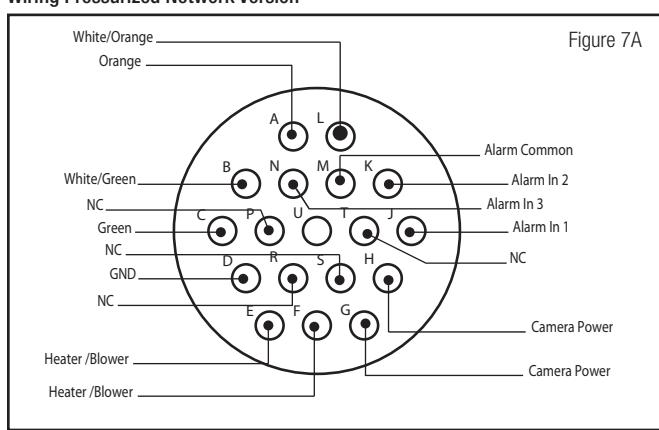


Figure 7A

5. Reattach the bullet-resistant liner. Make sure that the viewing slot is in front of the ballistic window. Each liner arm has an alignment pin that mates with a hole on the ballistic. When both pins are aligned with their appropriate alignment hole, the (4) Phillips head captive screws will align with inserts on the liner arms. Tighten the (4) screws to secure the liner.

6. The liner should still be able to move up by about 1/16" on an inch to allow the liner to move when shot and transfer the force to the housing instead of the pan/tilt.

INSTALLING THE HOUSING ON THE BRACKET

1. Make sure that the (4) flange nuts on top of the DeputyDome™ are loosened and that the tamper-resistant screws are not attached. Lift the unit up to the wall mount and align the flange nuts with the keyhole slots on the mount (Figure 11). Turn counterclockwise so that the nuts are inside the slots. Make sure that the holes for the tamper-resistant screws line up. Tighten the flange nuts.

IMPORTANT NOTE: For non-pressurized units make sure the wiring on top of the housing is fed through the opening on the bottom of the wall mount. On pressurized units the connector will fit directly into the opening.

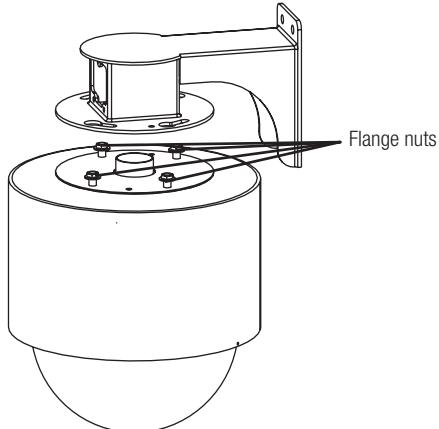


Figure 11

2. Reattach and tighten the (2) security screws (Figure 12).

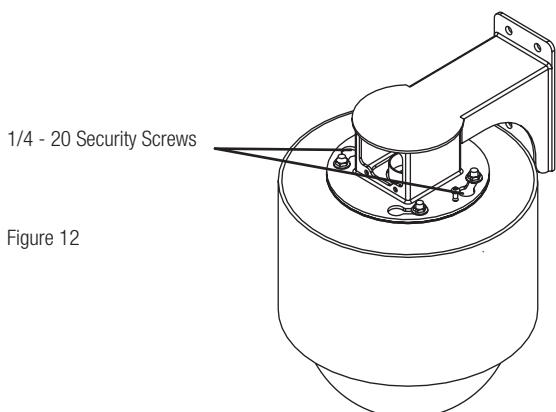


Figure 12

3. Make all wiring connections.

NOTE: On non-pressurized versions be sure to cover the BNC connectors with electrical tape to help prevent a short between the wall mount bracket and the video wiring.

4. Double check all wiring and push it back through the access opening into the wall mount bracket. **FOR PRESSURIZED HOUSINGS:** At this point, pressurize the housing following the instructions on page 7.

5. Reattach the access cover.

6. Test the function of all the equipment.

7. Reattach the lower dome with the tamper-resistant screws and security tool used earlier.

FOR PRESSURIZED HOUSINGS: See the important instructions on the next page for reattaching the dome.

REATTACHING THE DOME ON PRESSURIZED UNITS

1. The dome on the pressurized unit must be attached correctly for the unit to function properly. All screws and posts must line up exactly.
2. There are two posts on the underside of the dome which must be placed in the proper slots on the housing (See Figure 13). One is located on the lanyard side of the dome and the other is on the opposite side. The dome is oriented properly when the lanyard can be attached to the housing.

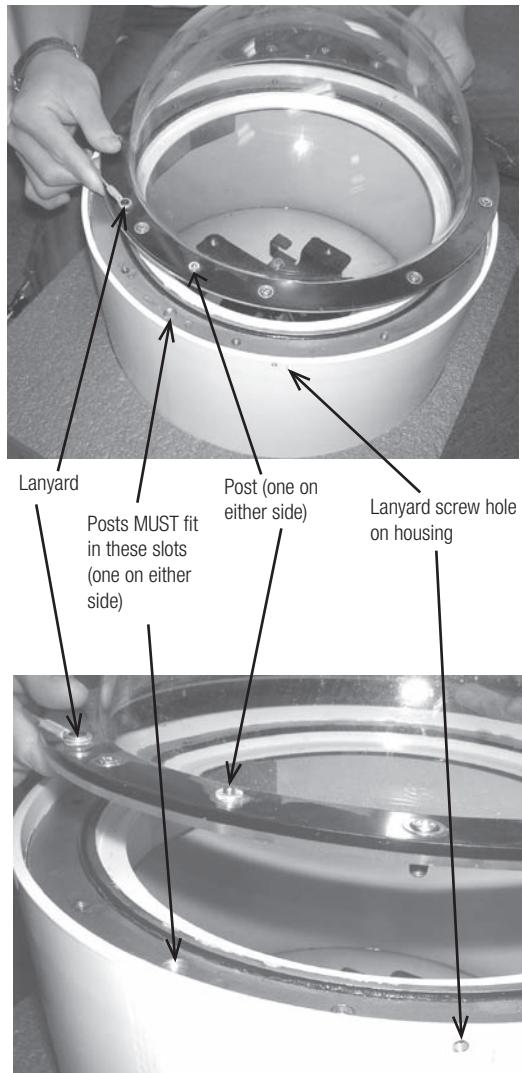
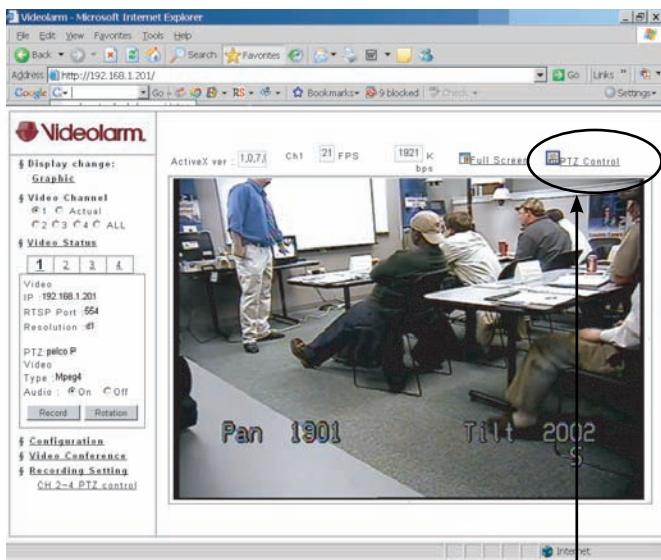


Figure 13



IP Instructions

The factory default IP address is 192.168.0.200.

See IP Ready camera instruction for installation details.

For Pan/Tilt control click on PTZ control icon in top right corner.

Pan/Tilt control contains standard pan/tilt/camera control functions.

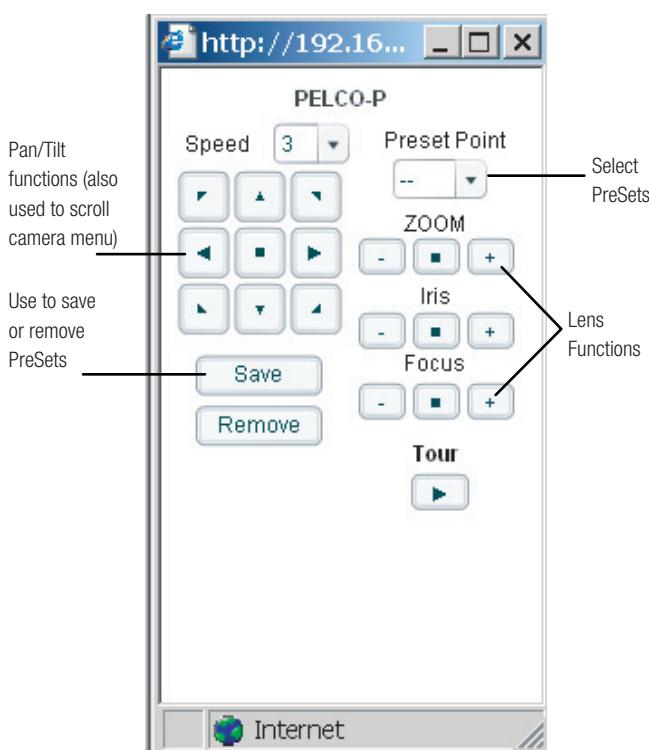
To save preset, pull down #1 preset, move camera to desired position and then hit "save" to save preset.

You can store up to 18 presets. Adjusting "speed" setting will correspondingly adjust dwell time when the preset is saved. Use low numbers for longer dwell.

To modify camera setting, select preset "95." Set speed control to "9," then use up/down and left/right to access sub-camera menu.

Scroll to Exit

*Tour button will allow you to tour sequentially through presets.



PROCEDURES FOR PRESSURIZED HOUSINGS

Pressurized housings provide maximum protection for CCTV cameras and lenses. The charge of dry nitrogen inside the housing eliminates the effects of moisture, dust, insects and corrosive exhaust fumes. This allows a longer lifetime for your surveillance equipment.

To fill (or refill) a pressurized housing, you must have the following:

1. A tank of dry nitrogen (or oxygen)
2. A regulator on the tank
3. A hose with air chuck to connect the regulator to the housing's intake valve

Dry Nitrogen

Nitrogen is a readily available. To obtain supplies, check your local yellow pages for a medical or industrial gas provider. If the tank is to be carried from location to location, a size of 40 cubic foot is recommended. This should be enough to refill 30 individual housings. Handle the tanks with care. Although nitrogen is an inert gas, the tank is highly pressurized and if the valve or regulator is damaged the tank could be dangerous. Tanks of dry nitrogen can be kept for several years.

The Regulator

The tank will have a standard 580 fitting, but a regulator will be required. A recommended regulator for the tank would be a Harris #9296-15-580 or #425-15-580. For local distribution you can contact Harris at 800-241-0804.

The Hose

The purge valve, called a "Schraeder" or "dill" valve, is similar to the air intake valve on car or bicycle tires. To connect the regulator to the purge valve on the housing, you'll need a hose with a 1/4" barb on one end and an air chuck on the other. The barb connects to the regulator, the air chuck to the Schraeder valve. These hoses can be obtained at local auto parts stores.

PRECAUTIONS:

1. Always use safety goggles when servicing the unit.
2. Inspect the enclosure upon opening the product and be sure the unit has not been damaged during shipping. Domes that have been cracked or show any signs of damage should be replaced immediately.
3. Pressurize the unit with air or dry nitrogen only.
4. Do not fill the housing to more than 5 psi maximum pressure. Exceeding 5 psi will damage the enclosure.
5. Never use an unregulated air supply to pressurize the enclosure. The valve should be regulated to allow a maximum air pressure of 10 psi.
6. Be sure you periodically examine the unit and the attached supporting structure. If the dome shows any signs of wear, such as stress cracking, it should be replaced immediately.

Filling and Refilling

1. Attach the barb to the regulator.
2. Remove the cap from the Schraeder valve.
3. Set the gauge on the regulator to between 5 and 8 psi.
4. Place the air chuck on the Schraeder valve, just as you would on a tire, and press down to begin filling. Continue until the regulator stops feeding nitrogen into the housing and begins to let off excess pressure. In addition, as dry nitrogen is inserted into the housing the humidity strip will change from pink to blue.

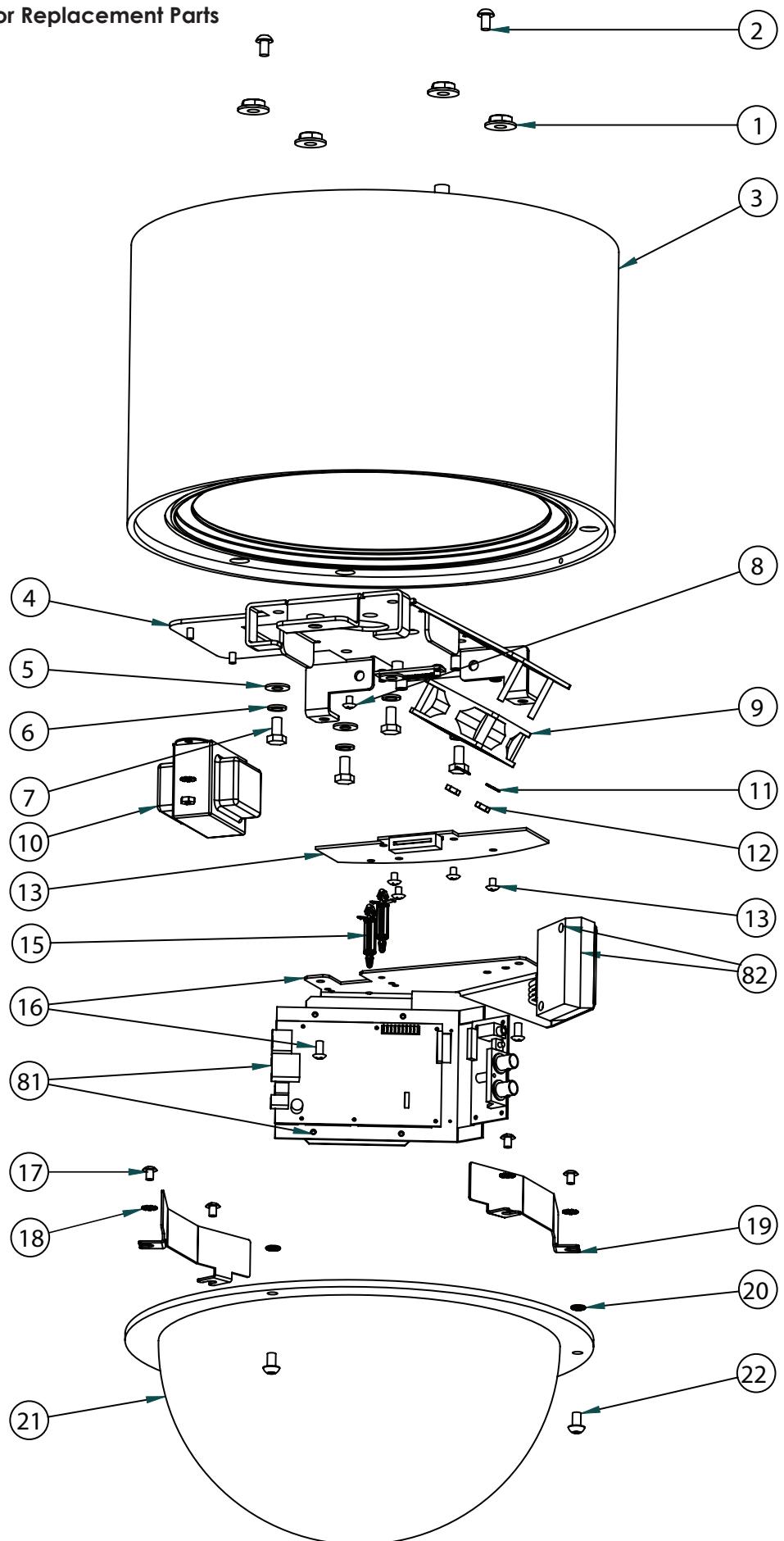
CAUTION: Do not attempt to fill beyond this point.

NOTE: The humidity sensitive tape will appear blue under normal dry conditions. The tape will turn pink if exposed to moisture or humidity

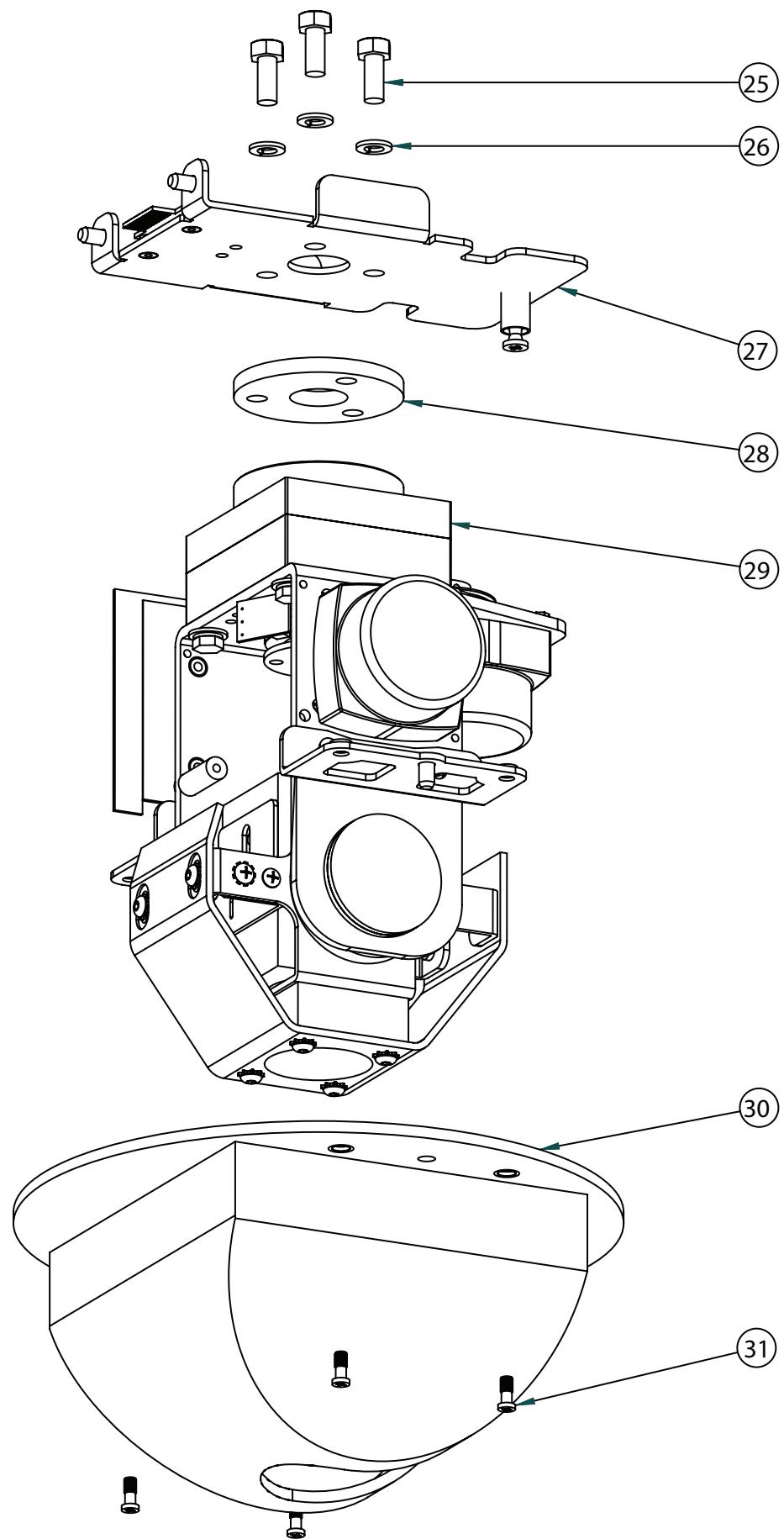
5. Replace the metal cap on the Schraeder valve. The cap must be installed on the Schraeder valve (air input valve) to ensure an airtight enclosure.
6. Check the pressure in the unit with a pressure gauge. It should be 5psi.
7. Reattach wall mount access cover plate.

NOTE: If you have removed the dome it must be reattached and oriented properly. See page 5 for complete instructions.

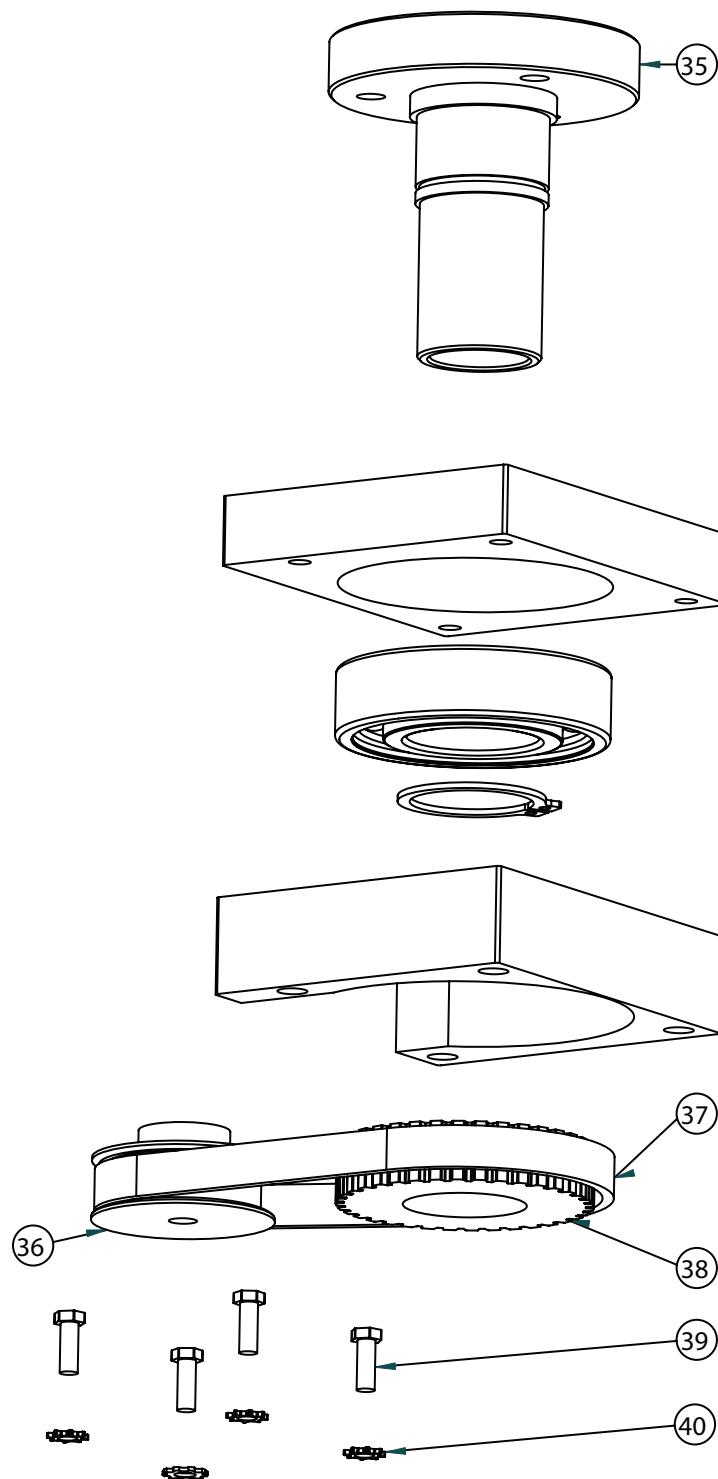
Exploded View for Replacement Parts



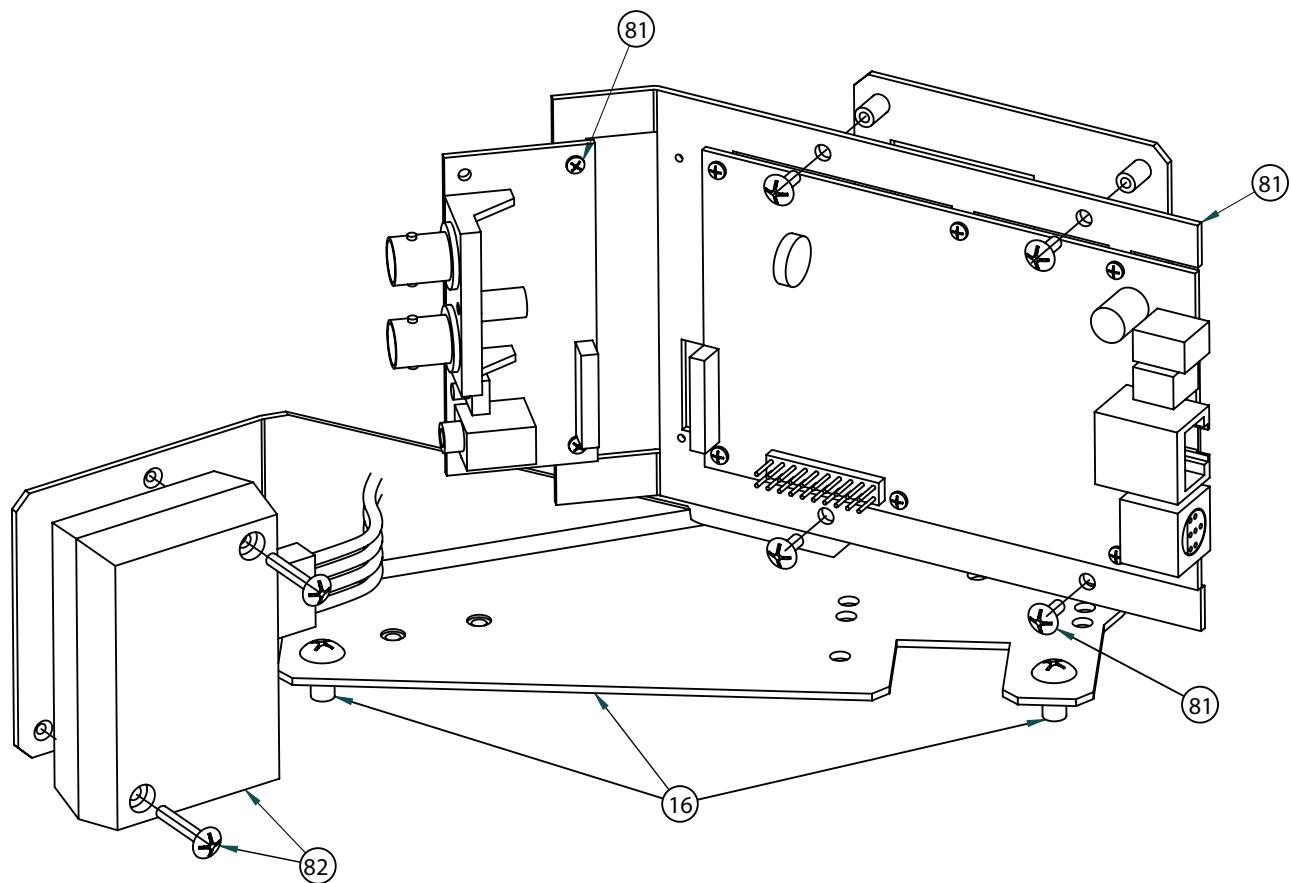
**Exploded View for Replacement Parts
(Pan/Tilt Assembly)**



**Exploded View for Replacement Parts
(Pan Bearing Assembly)**



**Exploded View for Replacement Parts
(Network Assembly)**



Replacement Parts List

Part No.	Description
1 91-NFL01	3/8-16 Flange Nut (4)
2 90-BTSEC06	1/4-20 x 1/2" Security screw SS (2)
3 50-VL1428	DDWC10 housing body
4 30-VL1405	DDWC10 accs mounting bracket
5 92-WSFL01	1/4 Flat Washer SS (4)
6 92-WSSL01	1/4 Split Lockwasher SS (4)
7 90-BTHH32	1/4-20 x 1/2" Hex head bolt SS (4)
8 90-BTRP31	8-32 x 3/8" Grounding screw
9 71-BLEH24	Blower, 24VDC 60MM
10 70-WPTRAN/P2	240/120V: 1.5A 24V Transformer
11 92-WSTH02	#8 Star washer (8)
12 91-NTHH06	8-32 Hex nut SS (4)
13 76-DD01PCB	DDWC10 Housing PCB
16 RP-30VL2678	Network Bracket
17 90-BTRP20	#10-32 x 3/8" pan head screw SS (4)
18 92-WSTH04	#10 Star washer (3)
19	DDWC10 Heater (2)
20 96-RSORNG	1/4 O-ring (3)
21 RCDWW10	Clear dome for DeputyDome™
22 90-BTSEC04	1/4-20 x 3/8" security screws (3)
25 90-BTHH33	5/16-18 x 3/4 Hex head bolt SS (3)
26 92-WSSL02	5/16 Split Lockwasher SS (3)
27 30-VL1408	DDWC10 P/T Quick release bkt
28 96-MPDDW	Pan/tilt mounting pad
29	DDWC10 pan/tilt
30 30-VL1313	DDWC10 rotating liner
31 95-FSC04	10-32X1/2" Captive screw (4)
35	DDWC10 bearing assembly
36 60-4011	18 tooth 1/5" belt drive pulley
37 60-4015	55 tooth 1/5" timing belt, pan
38 60-4013	36 tooth 1/5" belt drive pulley, DD pan
39 90-BTHH37	8-32 x 1/2" Trimmed hex head SS (8)
40 92-WSTH02	#8 Star washer (5)
81 RP70P1401S	Network Card and Bracket
82 RP-70TRANS03	Power Converter

Product Registration/Warranty

Thank you for choosing Moog Videolarm. We value your patronage and are solely committed to providing you with the highest quality products available and superior customer service.

Should a problem arise, rest assure that Moog Videolarm stands behind its products by offering impressive warranty plans: 3 Years on all Housings, Poles, Power Supplies, and Accessories and 5 Years on camera systems (SView, QView, Warriors), and InfraRed Illuminators.



Register Your Products Online

Take a few moments and validate your purchase via the Online Product Registration Form at

www.videolarm.com/productregistration.jsp

Register your recent Moog Videolarm purchases and benefit from the following:

- Simple and Trouble-Free RMA process
- Added into customer database to receive product updates / news
- Eliminate the need to archive original purchase documents:
Receipts, Purchase Orders, etc...